



King County
PUBLIC HEALTH ADMINISTRATIVE SUPPORT SUPERVISOR
PUBLIC HEALTH- SEATTLE & KING COUNTY
COMMUNITY HEALTH SERVICES/NORTH PUBLIC HEALTH CENTER
Hourly Rate Range \$21.38 - \$27.19
Job Announcement No: 04TA4400
OPEN: 7/5/04 CLOSE: 7/15/04

WHO MAY APPLY: This career service position is open to all qualified candidates.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 600, Seattle, WA 98104.** Applications materials must be received by 5:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact David Reyes at (206) 296-4911 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form, data sheet](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: North Public Health Center, 10501 Meridian Avenue North, Seattle, WA 98133

WORK SCHEDULE: This position is overtime eligible. It works a 40-hour work- week, Monday through Friday. Schedule may include rotating evenings or weekends.

PRIMARY JOB FUNCTIONS INCLUDE:

- Participate as a member of the site management team in maintaining day-to-day operations of a public health center. Directly supervise clerical and other administrative support staff in the delivery of personal health services to a diverse, multi-ethnic client population. Manage personnel issues for assigned staff including hiring, training, performance review and recommendations for disciplinary actions. Coordinate support services activities.
- Assure the processing of personnel and payroll actions in compliance with established policies, procedures, and/or regulations.
- Assure quality standards for complex administrative support services and business practices for multiple programs including functions such as clinic front desk operations, client registration, switchboard and other telephone services, health insurance billing, schedule management, appointment making, problem solving in difficult situations involving clients, oversight of medical records system. Assume responsibility for site cash control, accounts payable and accounts receivable functions.
- Participate in the planning, development, and implementation of new or revised administrative support policies and procedures both at the site and division levels. Participate in site quality improvement activities. Develop meeting agendas and facilitate effective team meetings.
- Operate as the central resource person at the site for office procedures, practices, scheduling policies and procedures, billing, facility management, etc.

QUALIFICATIONS:

- Demonstrated ability to supervise a diverse workforce including personnel management, team building, and conflict resolution. Skilled in use of good judgment, critical thinking and problem solving. Demonstrated training skills in office procedures and practices.
- Skilled in basic office procedures and specific skills in medical office administrative procedures such as scheduling, referral processing, oversight of complex medical billing and denials, oversight of client applications for medical assistance and/or state sponsored insurance, and quality assurance activities.
- Demonstrated customer service skills and skill in bringing resolution to difficult situations involving clients and/or staff.
- Able to perform advanced computer procedures related to data entry, scheduling software, and word processing. Knowledge of spreadsheet development. Applicants will be required to pass a skill exam that includes Alpha filing, Numeric filing, Data entry, Basic Math, Advanced Word, and Advanced Excel.
- Demonstrated ability to work in a high volume health clinic setting coordinating health services support functions with health care providers, interpreters, and diverse clientele in a way that is respectful of diversity in the workplace.
- Skilled in multi-tasking, i.e., able to organize, prioritize, delegate and work on multiple projects simultaneously.
- Skilled as a team member both as part of a management team and on a quality improvement or redesign team; knowledgeable about the principles and actions that make such teams successful. Knowledgeable about the principles of Continuous Quality Improvement and Re-engineering.

DESIRED QUALIFICATIONS:

- Demonstrated experience in a health care setting
- Quality Improvement skills & knowledge
- Bachelors Degree

NECESSARY SPECIAL REQUIREMENTS:

- The selected candidate must pass a thorough background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law

UNION MEMBERSHIP: International Federation of Professional & Technical Engineers, Local 17, AFL-CIO

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